

A guide to your tenancy



Tenant helpline
0113 224 9911

rmp properties 

Introduction

Welcome to your new home as a tenant of RMP Properties.

In this guide you will find useful information and advice to help you make the most of your new tenancy, before, during and after you move in. It aims to answer any questions you may have and contains information about your responsibilities as a tenant.

Please read this information carefully and keep it in a safe place so you can refer back to it throughout your tenancy.

Contents

1. Who are RMP Properties?	3
2. Your tenancy agreement	4
3. Moving in	5
4. Living in the property	7
5. Moving out	11
6. Other guidance	13
7. Contact us	21
8. Notes	22

1. Who are RMP Properties?

RMP Properties are a property letting business based in Leeds. We specialise in professional and student accommodation and offer a wide range of properties in prime locations. We offer a first class, friendly and personal service and all our properties are self-managed from our large office on Hyde Park Corner. We do not manage properties for other landlords.

RMP Properties are a trading style of Redbrick Survey and Valuation Ltd.



2. Your tenancy agreement

Once appropriate references have been obtained, we will confirm your tenancy start date and arrange for an Assured Shorthold Tenancy agreement (commonly referred to as an AST) to be drawn up, signed and witnessed.

The AST is a legal and binding contract between you and RMP Properties. This must be completed before you take occupation of the property. An AST is the most common form of tenancy agreement and sets out the duties and expectations of both the tenant and the landlord.

It is essential that you read the AST in full before signing it, particularly the section headed 'Important Notes for Tenants' on the front page.

RMP Staff are here to answer any queries that you may have.



3. Moving in

This section provides information and advice you will need to know before you move into your new home.

Deposit

You will be advised of our requirements regarding a deposit before you sign the Assured Shorthold Tenancy (AST) agreement. Your deposit will be protected within one of the Government approved schemes in accordance with the Housing Act 2004.

Schedule of condition and inventory

You will be provided with a Schedule of condition and inventory (either at the start of your tenancy or shortly after) that you need to read and check thoroughly. This records the condition of the property at the start of the tenancy and lists the fixtures and fittings which you will be responsible for looking after.

You will be required to sign the first page of this document initially to acknowledge that you have received it. You will then have a period of 72 hours with which to check that the document is a true representation as to the condition of the property and to raise any concerns. After this period any comments made will be added to the inventory and this will be used as a comparable when conducting the move out inspection at the end of your tenancy. Signing this confirms your acceptance of the condition of the property at the start of the tenancy.

You will be responsible for maintaining the property to this standard, allowing only for reasonable 'wear and tear'. Conversely, we will not be expected to improve the property beyond this standard unless there is some significant deterioration from this condition.

If you are provided with a key fob (or similar) to a communal door, this will be included within the inventory and you will be responsible for its replacement if it gets lost.

Health and safety

You may make additional health and safety improvements to the property, including:

- additional smoke detectors
- a heat detection unit in the kitchen
- other fire precaution measures
- carbon monoxide detectors
- any other items that you consider would improve the health and safety or living conditions of the occupants that reflect your particular lifestyle and use of the property

However, any alterations you wish to make that affect the structure of the property will require our consent beforehand.

Parking

Please note that some tenants will require 'Residents Parking Permits' to park outside or nearby their property in specified 'zones'. Such permits are only available from Leeds City Council 'Parking Services' Department (0113) 395 0050. The Council may require proof of residency by way of a copy of your tenancy agreement, which is available on request via the RMP office.

Where private (off street) RMP permit parking is available at your property, it is the tenant's responsibility to request and collect the permit from the RMP office (we would need to see an insurance document/vehicle registration document with your name and the vehicle registration on it). On receipt, the permit should be displayed in the vehicle at all times. One visitor parking permit for such properties will also be provided on request and must be collected in advance from the RMP Office. A charge may be levied if a replacement permit is required due to loss or damage.

Smoking

Smoking is not permitted in any of our properties, including the internal communal areas of our buildings. Failure to adhere to this may result in charges being levied from unnecessary call outs from triggered fire alarms and/or a contribution requested towards cleaning, redecoration and replacement of items which may have become damaged by burn marks or smells from smoke.

Pets

Unless otherwise agreed in writing, pets are not allowed within our properties.



4. Living in the property

This section contains important information that you'll need during your tenancy. Please read it carefully and contact RMP Properties if you have any questions.

Rent

Your rent should be paid on or before the dates specified in the tenancy agreement by standing order, unless specifically agreed otherwise. It is your responsibility to pay the rent on time and failure to do so will result in late payment charges (please refer to your AST for more information on these charges). We have the right to charge you any costs incurred due to rental payments falling into arrears. Please note for any payment that is returned unpaid by your bank there will be an administration charge of £25 on each occasion it is returned.

Use

The property can only be used as a single private residence by the person(s) named on the tenancy agreement.

Bills

You will be responsible for paying all bills for the property including (where applicable) Council Tax, water, gas and electricity charges. In the case of Houses in Multiple Occupation, some or all of these items may be included in the rent, but this would be agreed at the outset and specifically recorded in the terms of your tenancy agreement. You should ensure all meters are read on the day you move in and the utility companies advised to ensure you are only billed for the amount you have used. In those properties where the meters are located in a locked room (Blenheim Terrace, St Ann's Court, St Ann's Place, Hyde Terrace, Yalta Court, The Grange and Buckingham House), readings can be requested via the RMP office.

Insurance

You should purchase contents insurance to insure your own personal belongings. We will be responsible for insuring the building only.

Televisions

If there is a television in the property, either belonging to you or left by the landlord, you are responsible for obtaining a TV License. You will also be responsible for renewing this when it falls due. RMP Properties is not responsible for any unsatisfactory radio or television reception. If the aerial requires upgrading or replacing, this is your responsibility and the equipment must be left in place when you leave. You are responsible for arranging and paying for any telephone, internet and telephone package systems. Where it is necessary to install a special conduit, special electrical outlets, holes in floor slabs, or any other special work, written approval must be obtained beforehand.

Leaving the property empty

If you intend to leave the property empty for any significant time during the tenancy you should check the terms of your tenancy agreement. Please advise us and make arrangements for the property to be checked on a regular basis so as not to invalidate the insurance policy. You should also ensure we have your contact details in case of an emergency. Please also see the 'Frost precaution' notes in Section 6.

Repairs

You are responsible for minor repairs such as changing fuses, changing light bulbs, filling of small picture holes to walls and other such reasonable low cost repairs/renewals. You are also responsible for keeping the property, including all doors and windows, clean and for dealing with blocked drains and pest control etc.

As stated in the Assured Shorthold Tenancy (AST) agreement, you are also responsible for:

- repairing/paying for any damage that you cause. If this is as a result of RMP sending a contractor out then a copy of the invoice will be sent with an accompanying letter.
- keeping the interior of the property and all contents in as good and clean condition as at the start of the tenancy (see inventory and schedule of condition) subject only to normal fair wear and tear
- keeping the property reasonably aired and warmed
- keeping the external areas such as gardens, driveways, paths, lawns, hedges neat, tidy and properly tended
- replacing all broken glass in doors and windows where damaged by the tenant or guests
- any blockages to drains, pipes, sinks or baths
- redecorating, if required by the terms of your AST
- testing all smoke detectors on a regular basis and replacing the batteries as necessary

Please also see section the 'Caring for appliances' notes in Section 6.

Car repairs

You are not allowed to repair cars or motorcycles at the property other than usual minor maintenance that can be completed without taking the vehicle apart. Repairs are not permitted to vans or other commercial vehicles at the property.

Decoration

You can redecorate the interior of the property provided that the work is carried out in a safe and competent manner with colours and areas to be approved in writing by RMP Properties prior to any work starting. This will be at your expense. You may be required to return the decoration to the original colours at the end of your tenancy, if this is the case then it will be detailed as a term within the written confirmation.

Electrical equipment

It is your responsibility to use electrical equipment in a safe and competent manner and to inform us if any problems arise. If you have any concerns about the safety of an electrical item, please refrain from using it until it has been checked. You should also ensure that all appliances are plugged in to sockets safely and correctly, and that circuits are not over-loaded by the use of extensions to enable multiple use of any one socket. We do not permit the use of adaptors for plugs designed for use in other countries unless these have been approved in advance. In addition, it is each tenant's responsibility to ensure that any appliances you introduce and use in one of our properties are safe. Tenants who cause fuse and power failures as a result of using unapproved adaptors or unsafe equipment will be charged for any consequential maintenance requirements.

It is your responsibility to ensure that all electric and gas appliances are switched off when not in use to reduce energy costs. The use of additional electric heaters is not permitted in any rooms of Houses in Multiple Occupation (HMOs).

Locks / alarms

Changes to locks and keys need to be authorised and arranged via RMP Properties (under no circumstances should you change any locks or keys yourself). If you lock yourself out, any costs incurred will be at your expense. RMP properties are fitted with suited locks which can only be replaced under our instruction. Should you misplace your keys and require a replacement, you will be required to cover the cost of the replacement prior to ordering. Unauthorised locks fitted to any doors will be removed and any expense incurred will be passed on to the tenants. If there is a house alarm installed then you must inform us, in writing, if you change the code.

Anti-social behaviour

Anti-social behaviour of any kind is strictly prohibited in all properties.



Communal areas

If you are a tenant within a block of flats, please be considerate of other occupiers in the block and avoid damage to common areas. In particular, bikes and other items should not be left in communal areas as these may form an obstruction to a protected escape route from the building. Furthermore, the freeholder/block managing agent may hold you responsible for the cost of putting right any damage you cause to communal areas, including redecoration where required. Any costs that we incur on your behalf will be recharged. You will also be responsible for complying with all management regulations that affect the block/development.

Where post is delivered into a communal area, it is the responsibility of each tenant to identify and collect their own mail.

Inspections

We may wish to inspect the property from time to time. We will always give you notice of when we intend to visit (except in an emergency). If you are absent from the property during the day you must ensure that we are able to gain access to all parts of the property.

Rubbish

Appropriate bins must be used for all rubbish. Local Authorities are increasingly enforcing a strict recycling policy which requires all domestic rubbish to be sorted into specifically allocated bins for paper, metal, tins etc. Failure to sort rubbish, or placing rubbish that is destined for landfills into recycle bins, will sometimes result in bins not being emptied. In these cases, it is each tenant's responsibility to re-sort rubbish so that the Local Authority will collect it. Refuse contractors do not empty bins unless they are placed on the pavement to the front of a property. If you live in a flat within a block, domestic refuse must be placed within the defined refuse areas.

It is a Local Authority requirement that all rubbish is sorted for recycling and transferred from homes to the bins in a safe and sanitary manner, with emphasis on the need to minimize odours and prevent any nuisance. Failure to comply can result in the Local Authority imposing fines on offending households, which will be the tenant's responsibility.



5. Moving out

This section contains information that you will need to read when your tenancy is coming to an end or if you are thinking of leaving the property.

Rent

Your rent must be paid up to the legal termination date of your tenancy. There will be no refunds for early vacation.

Schedule of condition and inventory

Please check all items in the property against the inventory and the schedule of condition. Broken or missing items should be replaced. If this has to be done after you have left, you may be charged a handling fee as well as the cost of replacement. Please also make sure that the property and all its contents are properly cleaned, including curtains, carpets and ovens etc in line with the terms of your tenancy agreement, the inventory and schedule of condition/checkin report. Fridges and freezers should be switched off, defrosted and the doors left open. The landlord may ask that during winter months the central heating is left on a minimum setting – if this is the case we will advise you upon check-out.

If the property does not meet the standards agreed at the start of the tenancy, money will be deducted from your deposit. This will be in accordance with the parameters of the particular deposit scheme that has been used. We also have a duty to consider legal action to recover any further sums that may be outstanding.

Notice periods

You will be required to serve the appropriate formal notice to bring your tenancy to an end. You are advised to seek your own appropriate legal advice in this respect prior to serving this notice. If you wish to leave at the end of the initial tenancy term, you are required to give one month's notice from a rent day (ie at the end of month five for a six month agreement). If you fail to give notice to end the initial fixed term and no new fixed term tenancy is agreed, the tenancy will revert to a statutory periodic tenancy by virtue of Section 5 of the Housing Act 1988. In this case, the notice period becomes a period of the tenancy (ie if your tenancy runs from 5th to the 4th of each month then this is your notice period).

N.B Please note that this does not apply with Student Assured Tenancy agreements. With our student properties you will be invited to renew your tenancy with us, no such notice period is required by our Student tenants.

Viewings

Access will be required at reasonable hours (normally subject to notice of at least 24 hours) to allow prospective tenants or purchasers to view the property.

Utilities

You should advise all utility providers of the date the tenancy will end and arrange for the relevant meters to be read. The utility companies will require an address to which they can send your final account. It is essential that you provide the supplier details to RMP Properties for any service where the supplier has been changed during the tenancy.

Post

All tenants should arrange to have their post redirected by the post office. We are unable to forward post to you.



6. Other guidance

Below is some general guidance that will be useful to you throughout your tenancy. It contains some important health and safety information so please ensure you read it carefully.

Gas safety

Under current regulations, all gas appliances in the property must be inspected at least once every 12 months. This will be arranged by us and the Gas Safety Inspection Record will either be at the property or given to you at the start of the tenancy. If the annual inspection becomes due during the term of your tenancy then your landlord/managing agent will arrange for an appropriate gas engineer to attend the property and undertake the necessary inspection.

If you suspect a gas leak at any time, phone National Grid immediately on 0800 111 999

Carbon monoxide

Carbon monoxide can be generated by appliances that burn fossil fuels such as coal, coke, charcoal, wood or oil. It is not just confined to gas fires or boilers. It is odourless, colourless and tasteless, which makes it difficult to detect, but the effects are potentially fatal.

Please ensure that:

- there is adequate ventilation in the room the appliance is in and this ventilation is not sealed or blocked up
- doors and windows are not "draught proofed" so as to prevent ventilation
- there is adequate ventilation if the room has double glazing
- the flame in the appliance is blue and not an orange or yellow colour
- there are no soot stains on or just above appliances
- coal or wood fires are not burning slowly or going out
- the fire is not difficult to light
- there is no smoke in the room
- flueless portable heaters have adequate ventilation

If open fireplaces are used (consent for use is required beforehand) you must ensure that:

- chimneys and flues are professionally swept on a regular basis
- the throat plate is cleaned monthly
- ash is removed regularly

If you suffer from unexplained symptoms (such as those listed below) you could be suffering from carbon monoxide poisoning. Switch off your appliances and see your doctor at once.

- Drowsiness
- Headaches
- Chest pains
- Giddiness
- Sickness
- Diarrhoea
- Stomach pains

Frost precaution

Please do not underestimate the effects of a severe cold spell. It is essential that every precaution is taken to avoid frost damage and burst pipes during cold weather.

If you leave a property vacant then you are advised to leave the central heating system on at an adequate level to maintain a proper room temperature. For a longer term absence in cold weather please consider draining down all water systems and central heating radiators by a specialist contractor after notifying us of your intentions.

If a hot water system is drained down, particularly where an electric immersion heater is installed, then please ensure that the heater is switched off and the water reinstated prior to switching it on again.

If you are unsure of what to do please contact the RMP office for further advice.



Condensation

Condensation occurs on cold surfaces such as windows, floors and walls where the air is cooled and the water vapour condenses. It can damage the décor, floor coverings, clothes and bedding and can cause mould on walls and ceilings. All properties, whether old or modern, require adequate ventilation so that they do not suffer from condensation.

To minimise condensation:

- keep all rooms warm and ventilated with an even temperature throughout
- open windows wherever necessary (even a small amount will help) and ensure that any vents within the window frames are open
- if drying washing inside the property, ventilation is essential to let the water vapour escape
- keep kitchen doors closed when cooking, washing or drying clothes. Open the window or use extractor fans, where fitted
- keep the bathroom door closed when bathing and open the window or use the extractor fan, where fitted
- if using a tumble dryer, please ensure that it is correctly fitted with the required ventilation kits supplied by the manufacturer
- avoid the use of paraffin heaters and flueless gas heaters in unventilated rooms
- some properties have an extractor fan that is fitted in the ceiling at the top of the stairs. These are excellent in extracting moisture from the property. If fitted, please leave this on permanently on the number 1 setting. These are designed not to use an excessive amount of electricity
- if possible keep some heating on at all times during cold weather
- if condensation does occur ensure that you mop up as much of the water as possible

Radiators

Avoid placing damp or wet items of clothing over the radiators, as this causes the radiators to rust. If the wall behind the radiator is papered, it can also cause the wallpaper to lift.

Electrics (to include landlord's portable appliances)

It is essential that you report any defects so that we can investigate them.

Caring for appliances

Under the terms and conditions of your tenancy agreement you will be responsible for looking after the fixtures and fittings, including any appliances. Here are a few basic instructions for the care of appliances to help prolong their life and assist you in a trouble free tenancy.

- **Washing machine**

Read any available instruction booklet carefully before use. Make sure that all items are removed from pockets of clothes before putting into the machine. Also, please check that the soap dispenser drawer is kept clear and the filter is not clogged up.

- **Tumble dryer**

Read any instruction booklet carefully before use. Make sure that all items are removed from pockets of clothes before putting into the machine. Please make sure that the filter is kept free from fluff and fibres. Using a tumble dryer when the filter is clogged can result in burnt clothes and seizure of the motor. If you have a condenser style dryer, please ensure that the water is emptied from the draining reservoir on a regular basis or the machine will not function.

- **Dishwasher**

Read any instruction booklet carefully before use. It will need regularly filling up with special dishwasher salt and 'rinse fluid', which can be obtained from any local supermarket.

Please ensure that the filter is cleaned regularly. Do not put cutlery with 'bone' handles into the dishwasher as they will crack and eventually disintegrate. Regular use (ie at least once a month) will help to prolong the life of the pump.

- **Waste disposal unit**

Read any instruction booklet carefully before use. The operation of waste disposal units varies with different appliances. However, nearly all will require running water during use. Before using, please ensure that the unit is free from any items other than food. Paper, cutlery or anything plastic or metal will jam (and possibly break) the appliance.

If you do not have a manual for an appliance within your property and are unsure of how to use it, please let us know. If we cannot locate a copy, we will be able to provide tuition with either ourselves or a tradesman.



Reporting faults

In order that we maintain a fast and efficient service, please report any faults to RMP Properties.

When reporting a fault about a domestic appliance please make sure you are aware of the make, type and, if possible, model/serial number.

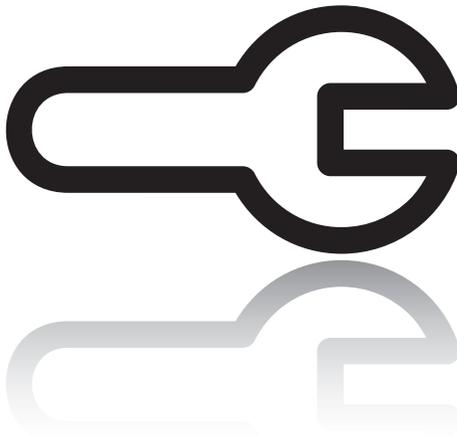
Please remember, if the fault reported is found to be your responsibility under the terms and conditions of your tenancy agreement, then you will be asked to settle the contractor's account immediately when he has finished the repair.

Genuine (out of hours) emergency works

We will only consider accepting responsibility for out-of-hours repairs in a genuine and clear emergency that cannot wait until the next working day. These are circumstances where the item, if not dealt with immediately, would:

- a. damage or lead to significant further damage to the property
- b. endanger the occupants
- c. render the property unfit, unsafe or leave it unsecure

In the event of an out of hours emergency, please contact this office on 0113 224 9911 where an out of hours contractor number will be provided on the greeting message. Our out of hours contractors are instructed to attend in order to make the property safe only. Please then contact us as a matter of urgency the next working day so a repair can be put in place as necessary.



Fire

All fire alerts must be treated seriously on the basis that there is a real fire. If you occupy an House in Multiple Occupation (HMO) or flat within a block then please comply with the fire risk assessment which is available from RMP Properties. You should familiarise yourself with the locations of any fire alarm points in your building and how to operate them. Please also be aware of the position of any fire exits within blocks.

If you discover a fire, it is your responsibility to raise the alarm and leave the building as soon as possible by the safest route available. Under no circumstances should you return for personal possessions. As soon as you have vacated the property, you should inform the fire service by dialling 999.

Where you occupy a single house or other property that does not require fire alarm call points you should, in the event of fire, and if otherwise safe and appropriate to do so, close all the doors in your home and exit as soon as possible, closing the doors behind you.

Fire prevention

1. Be certain that all cooking and heating appliances are turned off before you leave the property. Do not leave washing machines or tumble driers etc running while you are out.
2. Avoid overloading electrical circuits by placing large numbers of extension cable, adaptors or appliances into power sockets in the property.
3. If fluorescent light fixtures become overheated (characterized by a pungent, burning odour), report the problem to us as soon as possible.
4. Do not allow entrances, exits, stairs or hallways to become blocked. These must be assumed to be the only means of escape for you and others in the event of a fire. This includes prams, buggies and cycles in hallways which form obstructions.
5. Do not place any posters on walls in hallways or leave post piled by the door.
6. Do not keep any materials that would cause a risk of fire in the property. No gas bottles or other flammable materials such as paint, should be kept or stored in our properties or any communal areas.
7. Remove all rubbish as soon as possible and place in the correct area in each property.
8. Fire systems and equipment must not be tampered with. Fire doors must not be obstructed or wedged open.
9. Do not disable or cover smoke detectors.
10. Test smoke detectors each week.

Tips on water hygiene

The water supplied to your home by the water company must meet the standards set out in the Water Supply (Water Quality) Regulations 2000.

As a customer of Redbrick Survey and Valuation Ltd, you are responsible for the hygiene of the water system within your property. Things we do in the home can affect water quality and even encourage bacteria growth, so here are some tips to help prevent bacteria growth and contamination of the water supply.

Hot and cold water system

It is advisable that you set your hot water to a minimum of 60 degrees Celsius, regardless of the type of water heater you have, as bacteria can multiply at lower temperatures. If your water is not heating up properly you should report it to your managing agent, or Redbrick if we are managing your property.

The water in your system can deteriorate if unused so when you first move into your new home or if you are away from home for long periods of time (for example holidays or hospital stays), heat up your system to the normal temperature, open up each tap and run it for at least five minutes.

Cold taps should be flushed until the water runs cold. When flushing taps and other outlets, open slowly and take care not to cause splashing or release a spray of droplets into the atmosphere.

Tap hygiene

Tap spouts on your bath, basin and sink may become contaminated from external sources. To be safe, sterilise tap spouts by wiping with a diluted bleach solution. If the tap is heavily scaled or contaminated, this can be removed using a nylon brush.

Showers

If you have a shower fitted with a flexible hose, make sure that a hose retaining ring is fitted to prevent the shower head falling into the bath water. Do not use a rubber push-on shower hose on your bath taps. Clean your shower head regularly using a nylon brush and soaking it in a bleach solution. Following a holiday or an extended period of time where the shower is not used, it is essential that the shower head be lowered into a bucket or plastic bag and the shower run to the operating temperature, whilst taking care not to release spray droplets in to the atmosphere.

Other fittings and appliances

If you have an outside tap fitted, the installation must comply with the water supply regulations and have a backflow prevention device, usually with a double check valve.

Any appliances you buy which are connected to the water supply must comply with water regulations. All domestic appliances, such as washing machines and dishwashers, will comply with the appropriate standards, but many commercial appliances do not and are therefore unsuitable for home use.

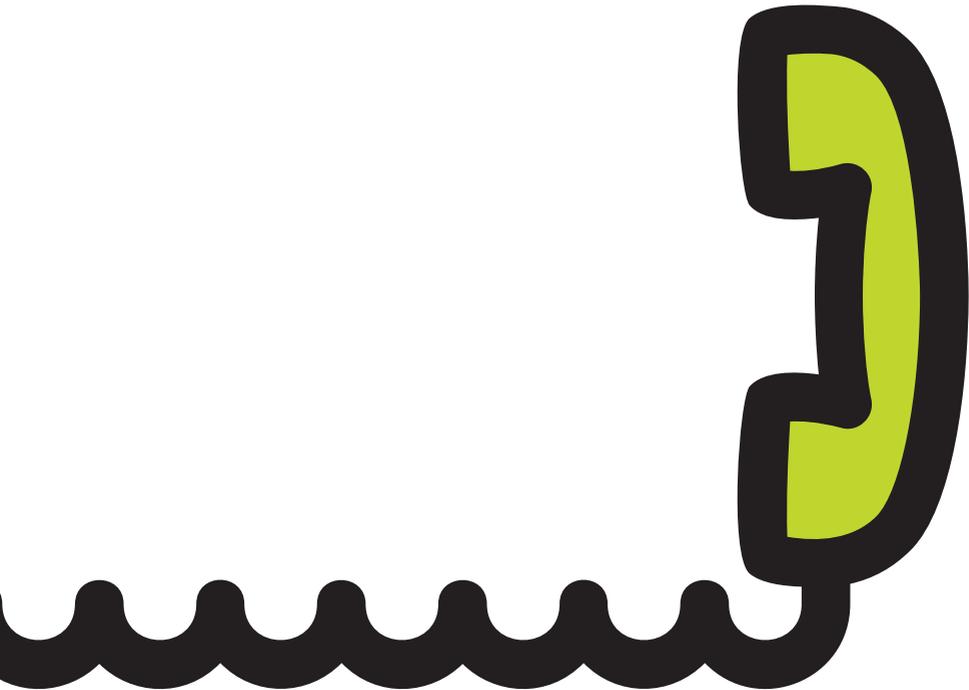
7. Contact us

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8. Notes



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